STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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IV-D MEMORANDUM 2017-028

TO: All Friend of the Court (FOC) Staff
All Prosecuting Attorney (PA) Staff
All Office of Child Support (OCS) Staff
All Office of the Attorney General Staff, Child
Support Unit

FROM: Erin P. Frisch, Director
Office of Child Support

DATE: December 4, 2017

SUBJECT: Implementation of the IV-D Learning Management System

ACTION DUE: Recommended review of the *Resource Master* (RESM)
screen by December 11, 2017

POLICY EFFECTIVE DATE: Upon receipt

UPDATE(S):
☐ Manual
☐ Form(s)

PURPOSE:

OCS is implementing a Learning Management System (LMS) to track IV-D child support program training participation. The expected implementation of the LMS is January 22, 2018. OCS will send an email notification when the LMS is implemented.

DISCUSSION:

The Michigan Department of Health and Human Services (MDHHS) has an existing contract with Cornerstone OnDemand to provide LMS software and hosting services. OCS has joined this contract to implement an LMS for the child support program. A link to the IV-D LMS will be located under the Training tab on mi-support.

A. Benefits and Requirements of the Learning Management System (LMS)

The LMS will be the single source for tracking a IV-D worker's participation in training (e.g., classroom training, web-based training, local office training, etc.) and conferences. The participation data will also be used to assess whether IV-D staff

are meeting the training requirements in the Cooperative Reimbursement Program (CRP) contracts.[1]

IV-D staff must have an LMS user account in order to access the required *Confidentiality and Security* web-based training each year. After LMS implementation, the LMS will be the only method of access to this required training. Therefore, all IV-D staff must be entered in the LMS.

The LMS will have improved registration, tracking and evaluation functionality over the existing training functionality on mi-support. IV-D staff will use the LMS to register and unregister for training, view web-based training, evaluate training, and track local office training and/or external training.[2] The system will track individuals' training participation via a training transcript.[3]

In the future, OCS will consider additional LMS functionality, such as suggested next training by functional area, and interest tracking for determining the demand for classroom training.

B. Data Tracked in the LMS

Information for IV-D staff will be stored in the LMS for registration and reporting purposes. This information will make up the user's LMS profile and will consist of:

1. User Information

   The LMS is only a portion of functionality within a wider suite of software options from Cornerstone OnDemand. As such, the LMS user record will store a variety of additional information; however, only the following fields will be used for LMS purposes:

   - Name;
   - Email Address;
   - Active Status;
   - Phone Number;
   - Location (county name);
   - Pay Grade, which is a field for OCS Training Services Section ("training team") use only. The training team will use it to designate LMS

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[1] OCS will develop, implement, and announce the Contract Performance Standards (CPS) training measures only after the LMS has been implemented for all child support professionals statewide. Ref: IV-D Memorandum 2017-023, *Contract Performance Standards (CPS) Project: Status Update* for more information.

[2] External training is any training that is not a part of the course catalog within the LMS. This will often be training not offered by OCS (e.g., local office training, community college courses, online learning, etc.).

[3] Ref: Section B(2)(b) of this memorandum for information about the transcript.

roles/permissions.[4] An individual's pay grade within the LMS will not be related to his/her actual pay grade in the office. The pay grades consist of:

- o Non-Manager;
- o First Line Manager;
- o Second Line Manager; and
- o Director.[5]

- Office Type, which will be used primarily for reporting purposes. It will be used in combination with an individual's location to produce an office-level report. The office types consist of:

  - o OCS – Case Management;
  - o OCS – Central Operations;
  - o Michigan Child Support Enforcement System (MiCSES)/Data Warehouse;
  - o Friend of the Court;
  - o Prosecuting Attorney; and
  - o Other.

- Functional Area, which will not have an immediate use at LMS implementation; it has been set up for potential future use. This information could allow the training team to send notifications to users in a specific functional area when a training opportunity is available. The functional areas consist of:

  - o Case Initiation;
  - o Case Management;
  - o Order Establishment;
  - o Financials;
  - o Enforcement;
  - o Review and Modification; and
  - o Intergovernmental.

2. Training History

   a. Tracking

   When IV-D staff log into the LMS to sign up for classroom training or to view a web-based training, the LMS will track their:

   - Classroom training registration;[6] and
   - Web-based training viewed.

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[4] Ref: Section C of this memorandum for information about LMS roles and permissions.
[5] The pay grade levels correspond with the LMS roles. Ref: Section C of this memorandum.
[6] OCS training staff will record individuals' actual classroom attendance in the LMS.

Additionally, IV-D staff may enter external training on their transcript to supplement their training history in the LMS. When IV-D staff enter external training on their transcript, the LMS will show it in a "pending approval" status. IV-D staff with the "Enroll Others" role will be authorized to approve external training events for others in their office.[7] Once the external training is approved, it will show in the user's transcript. OCS training team staff will provide a job aid to assist IV-D staff who have the "Enroll Others" role.

b. Transcript

The transcript is a record of all training events that the IV-D staff member has participated in. IV-D staff will be able to view and print their transcript from the LMS.

C. LMS Roles and Permissions

Similar to MiCSES, the LMS has roles that grant specific permissions for functionality in the LMS. At implementation, the LMS will have the following roles:

- **Learner** – This is the basic user role. All users entered in the LMS will have this role. Learners can register for and take training.

- **View Reports** – IV-D offices will authorize users to have this role in addition to the Learner role. These users can view and generate office-level reports using the LMS. Every office will designate at least one IV-D staff member with the "View Reports" role.

- **Enroll Others** – IV-D offices will authorize users to have this role in addition to the Learner role. These users can sign up other users from their office for training classes and approve external training. They can also view and generate reports using the LMS. Every office will designate at least one IV-D staff member with the "Enroll Others" role, but no more than two.[8]

- **LMS Administrator** – Members of the OCS training team will have this role to maintain IV-D staff in the LMS, maintain the training catalog, run statewide reports, and conduct other LMS administration tasks.

The names of the LMS roles do not appear in the LMS. However, the roles correspond with the pay grade levels[9] within the LMS. The following table shows the LMS roles, their corresponding pay grade level viewable in the LMS, and their permissions.

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[7] Ref: Section C of this memorandum for information about LMS roles and permissions.
[8] Having more than two people with this role would create more difficult reporting circumstances for an office.
[9] Ref: Section B(1) of this memorandum for more information about pay grade levels.

LMS Role	Pay Grade	LMS Permissions				
		Participate in Training	View Reports in Office	Enroll Others in Office	Approve External Training	Conduct Administrative Tasks[10]
Learner	Non-Manager	X				
View Reports	Director	X	X			
Enroll Others	First Line Manager or Second Line Manager	X	X	X	X	
LMS Administrator	None	X	X	X	X[11]	X

Note: Roles are not intended to limit participation in any training offerings (e.g., a support specialist from OCS – Case Management can still view a Prosecuting Attorney class and register for it).

Local office managers will decide who in their office will be allowed to view reports and enroll others. Managers will then notify the person in their office who is completing the initial user-load spreadsheet for the LMS (described in the next section).

D. LMS Implementation

1. Initial User-Load Spreadsheet

    Approximately two weeks after this memorandum is issued, OCS will send an email notification asking all IV-D offices to verify and/or update a spreadsheet of user data for the staff in their office. Offices will have approximately three weeks to complete the spreadsheet and return it to OCS. The spreadsheet will be used to load all IV-D users into the LMS prior to its implementation. If IV-D staff are

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[10] Administrative LMS tasks include maintaining IV-D staff in the LMS, maintaining the training catalog, and running statewide reports. Members of the OCS training team will be LMS Administrators.
[11] LMS Administrators have the ability to approve external training; however, staff with the "Enroll Others" role in local offices will approve external training within those offices.

included on this spreadsheet, offices will not have to submit any security access forms[12] to obtain initial access to the LMS.

The initial user-load spreadsheet will be populated from production data on the MiCSES *Resource Master* (RESM) screen. Only active user records will be pulled from the RESM screen. Since not all IV-D users have a MiCSES production account, IV-D office staff will need to review the spreadsheet and add other IV-D staff in their office. OCS recommends that FOC and PA offices use the list of IV-D staff reported to EGrAMS every month as a comparison to verify that all IV-D staff have been added to the initial user-load spreadsheet.

Offices may wish to begin reviewing the RESM screen now for accuracy. This will ensure that the spreadsheet the offices receive will be the most accurate and complete. However, this RESM review is not a required step.

2. IV-D Office Spreadsheet Review

IV-D office staff will:

a. Download a copy of the spreadsheet from the Document Distribution Center on mi-support;

b. Verify and/or update information for IV-D staff in their office:

1) First and last name;
2) Unique email address;

Note: When verifying information on the user-load spreadsheet, IV-D staff must provide an email address that is unique to that individual. A generic email such as "foc@countyname.gov" cannot be used. IV-D staff will use their email address to log into the LMS, and the LMS will send communications regarding training, such as registration confirmations, to the IV-D staff member's email address.

3) Desired LMS role(s) (e.g., Learner, View Reports, and/or Enroll Others); and
4) MiCSES ID (if applicable).

c. Save the spreadsheet with their county/office name (for example, "LMS Cass PA"); and

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[12] For more information on the user access security forms, reference Section E of this memorandum and Section 1.10, "Confidentiality/Security," of the *Michigan IV-D Child Support Manual*. The forms were updated with LMS information with IV-D Memorandum 2017-021, *Implementation of and Enhancements to the Federal Child Support Portal Applications, and Modifications to User Access Security Forms*.

d. Send the completed spreadsheet to DIT-MiCSES-Helpdesk@michigan.gov.[13]

Note: If an employee is retiring or leaving the IV-D program prior to the LMS go-live date of January 22, 2018, IV-D staff will remove that employee from the spreadsheet.

Soon after the three weeks for spreadsheet review has elapsed, Michigan DTMB[14] staff will use the spreadsheet to electronically load the initial set of IV-D LMS users, creating their LMS accounts. After that electronic load, IV-D staff will no longer use the spreadsheet to manage or obtain LMS access and must revise, add, and delete LMS users using the IV-D user access security forms.[15]

3. Training History at Implementation

IV-D staff members' training history from mi-support registrations will not be imported into the LMS. However, if IV-D staff took a prerequisite course before LMS implementation, they will not have to retake the course before taking the next course in the series on the LMS.

4. Class Registration Conversion

Training registration will remain available on mi-support until the day before the LMS implementation. LMS Administrators will transfer to the LMS any existing registrations on mi-support for courses that have not yet occurred.

E. Ongoing Access Maintenance

After the initial user load, IV-D staff who want access to the LMS will request it by completing and submitting the *IV-D Program Request for Computer Access* (DHS-393). IV-D workers who want to change their LMS user role after the initial user load will complete and submit the *IV-D Program Request for Changing Computer Access* (DHS-395).

When a IV-D worker leaves employment at a IV-D office, an Authorized Requester/IV-D Contact[16] from that office will delete (inactivate) the worker's LMS access by completing and submitting the *IV-D Program Request to Delete Computer Access* (DHS-392).

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[13] Encryption of the spreadsheet is optional.
[14] DTMB is the Department of Technology, Management & Budget.
[15] Ref: Section E of this memorandum for more information.
[16] Each IV-D office has a designated Authorized Requester/IV-D Contact(s) who maintains system permissions for his/her office. Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for more information.

1. Add LMS User

    IV-D staff who need access to the LMS must complete and submit the DHS-393. IV-D workers will select the "Learning Management System (LMS)" checkbox to obtain the Learner role. If IV-D workers need additional LMS roles, they will check the box for "Enroll Others," "View Reports," or both.

2. Update LMS User Role

    IV-D workers who need to change their LMS role will complete and submit the DHS-395. They will check the Learning Management System (LMS) box, indicate what role(s) they currently have access to, and check the role(s) that they would like to gain access to: "Enroll Others" and/or "View Reports." All LMS users are granted the Learner role by default.

    If other user information changes are needed, but not an LMS role change, IV-D staff may enter a MiCSES Help Desk ticket for an LMS Administrator to make the updates.[17]

3. Delete LMS User

    When a IV-D worker leaves employment at a IV-D office, the office's Authorized Requester/IV-D Contact will inactivate (not delete) the worker's LMS record. The inactive record will still be included in an office's training history for reporting purposes.

    To inactivate a user's LMS access, the Authorized Requester/IV-D Contact will complete and submit the DHS-392. (S)he will check the "Learning Management System (LMS)" box and provide the IV-D worker's username (email address).

    If IV-D staff with an inactive LMS record would like to restart their LMS access, they will complete and submit the DHS-393. An LMS Administrator will create a new LMS record for the worker and include his/her training history from the inactive LMS record.

Pursuant to Section 1.10 of the *Michigan IV-D Child Support Manual*, designated Authorized Requesters/IV-D Contacts will confirm that all forms submitted comply with local office management decisions, and they will sign the forms when approved.

F. Ongoing User Profile Maintenance

IV-D staff will be able to view their user profile in the LMS. Their profile will contain their LMS user role (i.e., pay grade) and other information listed in Section B(1) of this memorandum. To add or remove an LMS user role (View Reports and/or Enroll Others), IV-D staff will complete and submit the DHS-395. To change any other

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[17] Ref: Section F of this memorandum.

information in their user profile, IV-D staff will enter a ticket with the MiCSES Help Desk.

G. LMS Assistance

Any IV-D staff needing additional assistance with the LMS will enter a ticket with the MiCSES Help Desk. The Help Desk will route the ticket to the OCS training team for an LMS Administrator to address.

IV-D staff should avoid sending emails to any support email addresses that appear on the LMS. Those emails will be routed to a different MDHHS team because OCS is on a shared LMS contract with other MDHHS agencies. That will significantly delay a response.

H. LMS Preparation Communications

To prepare IV-D staff in using the LMS, OCS will announce the following in email notifications:

- A request for all IV-D offices to verify and/or update a spreadsheet of user data for the staff in their office;
- The availability of LMS job aids on mi-support; and
- Registration for LMS training webinars.

When the LMS is available for use, OCS will announce it to all IV-D staff in an email notification.

NECESSARY ACTION:

Retain this IV-D Memorandum until further notice.

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